



CITY OF RALEIGH PUBLIC AFFAIRS DEPARTMENT

News Release

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222 West Hargett Street • P.O. Box 590 • Raleigh, NC 27602-0590
ph.919.996.3100 • TDD.919.996.3107 • fx.919.996.7621

John Boyette, Interim Public Affairs Director

Prepared by: Carolyn B. Dumas, Communication Administrator, Public Utilities
Department, 919-996-3473

For more information: Carolyn B. Dumas, Communication Administrator, Public Utilities
Department, 919-996-3473

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Customer Alert Regarding Water and Sewer Line Protection Programs

Residents in the City of Raleigh service area (Garner, Knightdale, Raleigh, Rolesville, Wake Forest, Wendell, and Zebulon) have recently received letters encouraging the purchase of utility protection coverage for water and/or sewer lines on their property.

These mailings are worded in such a way to imply collaboration between the company and the City of Raleigh and/or other local municipalities. City of Raleigh officials advise residents that these solicitations are not endorsed, nor are the companies contracted by the City of Raleigh to offer water or sewer service line insurance coverage or water line protection on the City's behalf. Independent companies such as HomeServe and American Water Resources, in addition to public utility companies such as PSNC and Progress Energy offer this type of protection programs.

Although City of Raleigh water and sewer customers are generally responsible for water line repairs on their side of their water meters and for broken sewer lines on their property, city officials cannot certify that these programs offered are legitimate or of benefit to its customers. City of Raleigh officials suggest that if you choose to purchase this type of coverage or enroll in these protection programs, that you research the company and carefully read details of the coverage being offered before you enroll.

For further information regarding the validity of these types of solicitations, contact:

- City of Raleigh, Public Utilities Communication Office at 919-996-3473;
- N.C. Department of Justice, Office of the Attorney General at 919-716-6400 or visit their website for tips on how to *Avoid Consumer Scams*, <http://ncdoj.com/Protect-Yourself/2-4-6-Avoid-Consumer-Scams.aspx>; and
- Check out any business at the Attorney General Roy Cooper's Consumer Protection Division at 1-877-5-NO-SCAM.

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